

UNIVERSAL LANGUAGE

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Universal language is the language that everyone can use to communicate with others without considering their spoken language. Nonverbal communication is an effective, universal method of successful communication. The hypothesis is there is a universal language that everyone can communicate with through the use of nonverbal communication methods. This thesis includes an introduction, which shows the original definitions of verbal and nonverbal communication, and six main chapters. The first three chapters focus on neural linguistic programming (NLP), body language, and the unconscious mind. This is an intense literature review about what has been researched and studied in the field of nonverbal communication and provides evidence supporting the hypothesis. The last three chapters focus on an interview with Dr. Rai D'Honore, a survey, and the conclusion.

UNIVERSAL LANGUAGE

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Chapter 1: Introduction: Defining Verbal and Nonverbal Communication

Throughout history, people have developed different verbal and written languages; each language is related to a specific area or country. Despite these differences, people communicate even though they have different languages like armies when they go to a different country. They communicate successfully in various situations. It is difficult to learn every language in this world to communicate, as it is a non-realistic idea. However, people can effectively communicate by nonverbal universal language.

Communication is a normal, daily process and defined differently by various scholars such as Shippide, Shahrour, O'Rourke, and Agarwal. The main definition for communication in *Effective Communication-I* by O. P. Agarwal states communication is a main aspect in human life, is a constant process, and fundamental for human interaction. He explains how much communication is important in one sentence, "[h]ardly, a moment passes when we are not engaged in communication." People use communication to fulfill their basic needs in their lives, whether it is physiological or emotional needs. He emphasizes communication is the way to gain ideas, facts, and news. For example, when an individual talks with his friend about daily life, which includes what news is active in the world, and what happen in classes, they gain information and ideas in their usual communication. Furthermore, communication is the way to send verbal or nonverbal messages by words or signs to the receiver (Agarwal, 1)

Since communication is the usual method in daily life to interact and gain ideas, it has various functions that individuals are looking for to it fulfill. The nature of any given society lends individuals support in order to meet their interpersonal needs, in which need to satisfy through their relationships with one another (Agarwal, 2). The following needs identified by Agarwal (2-3) are:

- Need for inclusion: The personal need to control satisfaction in his relationships with others with respect to interactions and possessions. People are divided into two categories, some of them like to be in a deep contact while other prefer less contact. For example: Tom is a new employee in a computer company, and his first day was wonderful because the other employees welcomed him warmly. But, he noticed his colleague Jack in his office, and he just smiled without making any interaction with him, so he realized that Jack does not like any deep relationships, and he prefers limited interaction. Tom now knows that he should respect Jack's preferences. Another example: Helen is a teacher for a primary school, and she has a friend, who is Lila. Lila feels bad if Helen tries to make friends with other people because she thinks Helen is her property, and she thinks if Helen makes other friendship, she will lose Helen while by while. So Helen understands Lila's reasons, and respects them.
- Need for control: It is the ability to control relationships through power and influence. Each individual either directly or indirectly, has to have some degree of control over a given situation. Normally, this maintaining engagement in a situation is a main aspect communication. For example, a father usually will have control over his family situations, so when the family member sit together, the father has some control that makes him able to lead the discussion. In the same situation, the mother has control but it may be less than the father, and the children also has control but less than their parents.
- Need for affection: The need to control relationships with a primary concern of love and affection (Agarwal, 3). For example, when parents control over their children and over their life for the sense of love and affection.

- Need for self-expression: The need to express personal feelings, emotions, thoughts, ideas, or preferences. The need for expression comes in various forms like body language, behavior, manner, or actions. The needs are a meta-message to send meaning in different ways to a receiver (Agarwal, 3). For example, people usually have friends to talk with, and expand their emotions with them, and most people cannot live without friends or someone close to them.
- Need for understanding organizational goals: The need to interact with other people in the workplaces to explain and direct organizational goals. The best way to lead the team is to strive for optimal communication (Agarwal, 3). For example, an individual in the workplace should follow his director and the other team member, so they can reach the work's goals together.

In their book *Transform the Way You Live and Work/ Effective Communication/ Get your message across and learn how to listen* Shipside and Jeavons define communication in a way that shows there are different factors affecting the way in which we receive information from senders such as body language, voice tone, and facial expressions. Nonverbal communication owns a great spot in the communication process; all of the process expresses nonverbal communication more than verbal communication. Words affect 7% of the transfer of meaning, whereas voice tone accounts for 38%, and body language 55%. These statistics are evidence that spoken language is a weaker manner of transferring meaning to others. Furthermore, nonverbal communication considers the way that a speaker positions himself (standing or sitting), the talking speed, and position in front of the receiver (Shipside and Jeavons, 32).

For example, Tarq worked in the marketing department in a magazine, and he was well known for his hard and sharp behavior even though he did not insult any one, and he respected every

body's opinion. Tarq felt bad because of his colleagues' treatment for him. One of his friends advised him that he should have left a personal space between him and his colleagues. The personal space makes a receiver feels safe. If there is no personal space, colleagues will feel danger and threat. Tarq followed this advice, he left a space, and his relationships with others got better. Through this story, we can understand that there are five no-verbal skills to have a successful communication, which are understand the personal feelings, control the personal feelings, evaluate others feeling, understand the messages that you express by your body language, and create successful relationships with others (Shipside and Jeavons, 33).

In *Effective Communication*, O'Rourke viewed communication as more than a tool to gain ideas or exchange point of views, and a process through which we can interact with others and search about basic information for our daily life. In turn, communication can lead us to control the conditions in which we work. Furthermore, he also defined the communication another definition, which is communication is thinking about communication as a process relates to senders and receivers, and they encrypt and open the encryption of the messages that send through various media tools (O'Rourke, 6). He believes that the humans are not the only creatures who can send and receive messages, but all forms of lives can send and receive messages. For example, animals live together and communicate together in their social groups. The main idea of communication is that the receiver can understand the idea the sender relays as he intends it to be received (O'Rourke, 6)

According to O'Rourke several principles make up a communication process; this is a dynamic process that can work through different, "eras and cultures." Those principles include:

- Lively: It always can be changed.

- Continuously: When you close the phone, the step of closing the phone indicates you finished the conversation.
- Circle: The individual receives the information from the environment, interprets the information, then responds.
- Non-repeated: If the sender repeats the message in the same manner, the receiver will interpret the message differently.
- Compound: We can speak the same words with different meanings; the different meanings depend upon our culture, education, and experience, which means there is always a possibility of having a misunderstanding.
- No return back: Messages the communicator sends cannot be returned or undone (O'Rourke, 7).

The most transitional meanings between people through conversation do not come as verbal words, but as a nonverbal signs. Understanding these signs is not an easy task; it is important to have effective communication. The moves, manners, and uses for the human body support several aspects and emphasize some parts of the verbal messages. They organize the flow, speed, and the nature of the verbal messages which support the general form and message manner (O'Rourke, 44).

In the field of technical communication, researchers study how to deal with different people and overcome the obstacles of differences in culture, language, social context, and ideology.

However, not many scholars in these field have taken up universal language; a few have discussed international language (St. Amant), visuals (Horton), and universal design (Walters).

In *Analyzing the Genre Structure of Chinese Call-Center Communication*, Xu, Wang, Forey, and

Li, discuss the ability of call centers to satisfy the needs of people who are from different backgrounds, and they examine how to overcome difficulties in communication through universal language. They compare English call centers and Chinese call centers based on collected data from call centers to illustrate a universal language specifically for call centers (Xu et al, 445). Technical communication scholarship, thus, supports the idea of people being able to communicate despite different backgrounds to overcome differences in order to have a successful work environment.

As communicators, we need to understand that words do not bring for our mind the real meanings, and we have to understand three aspects to get the real message from the sender: Body language, neural linguistic programming (NLP), and the subconscious mind. According to Lila Shahrour, NLP is “a comprehensive and deep study for thinking process, language and behavior.” This field aims to discover the human soul and its normal and above normal capabilities (Shahrour, 15). The Merriam Webster Dictionary defines body language as “[m]ovements or positions of the body that express a person's thoughts or feelings.” The body’s movements express what the person thinks and does mostly without control. The third aspect, the subconscious mind, is defined by the free dictionary as “[t]hat which is responsible for one's thoughts and feelings; the seat of the faculty of reason; "his mind wandered"; "I couldn't get his words out of my head" (WordNet 3.0).

The three chapters that follow expand on each of these three concepts and their importance to nonverbal communication. This is an intense literature review about what has been researched and studied in the field of nonverbal communication and provides evidence supporting the hypothesis that there is a universal language that everyone can communicate with through the use of nonverbal communication methods. The last three chapters focus on an interview with

language expert Dr. Rai D'Honore, survey results, and a conclusion that draws all the information together.

Chapter 2: Neural Linguistic Programming

Knowledge of Neural Linguistic Programming (NLP) makes life easier for people; it leads an individual to better understand himself and put him in the mood that he prefers. It works to improve connections between people without them consciously thinking. This knowledge causes individuals to use the language of the mind (unconscious mind) to reach strong and effective results in understanding themselves and others without verbal interactions. In other words, NLP is considered as the knowledge of human superiority because it leads people to eliminate difficulties. It has been described by Steve Andreas as “[t]he human excellence” (Shahrour, 17). I use NLP in this thesis because it provides a more bounded alternative to the broad field of philosophy while accomplishing many of the same goals in terms of thinking about the human mind.

Since NLP has been studied in different ways and used in various methods, it has different definitions. It is a curiosity, it is a guide to using the mind, it is a study of objective experimentation, and it is a new technology to accomplish (Fagie, 14). In addition, NLP is defined as psychological engineering, and is an organized way to understand the soul of humanity combinations. It provides manners and methods to have a serious effect on cognition, thoughts, and feelings in order to effect behaviors, skills, and physical and intellectual performance. After all of these definitions, scientists and researchers find a final complete definition for the NLP. The last word is Programming, which refers to our thoughts, feelings, and behaviors, where we can exchange old programs with new programs. The second word is Linguistic, which refers to the ability of using language in verbal and nonverbal methods. The verbal refers to how the words has a reflection in our minds and in our own words; the nonverbal is the silent language that is the moves and traditions which show our thoughts, beliefs and

feelings. The first word is Neural, which refers to our nervous system which is connected to our five senses and through them we can see, smell, feel, hear, and taste (Fagie, 14-15).

Assumptions

This knowledge depends on assumptions as one of its basic fundamentals. There are 14 assumptions. They are almost facts about communication, which indicates the form and advantage of the behaviors, and collects information and evaluates the self. All of these assumptions have directions to lead people to understand the NLP deeply and make them real in their lives (Fagie, 16):

1. Respect other people's opinions:

All people have values, traditions, and cultures that indicate kinds of behaviors. Each person thinks that another person is challenging him if he wants to change their behavior, and they do not change according to his ideas and beliefs. Actually, if he insisted on changing them, he will be shocked because of the stability of behaviors and beliefs (Fagie, 17). For example, when a husband has a specific belief about political issues and wants his wife to change herself to follow his behavior, he cannot because it is hard to change someone and their lives could be changed and marriage end in divorce because he wants her to change her thinking and attitudes (Fagie, 17).

2. The map is not the area:

Alfred Korzybski said, "[t]he map is the conscious, and the area is the life" (Fagie, 17). One of the most important assumptions is the map is not the area, "[t]he world in our minds is not the real world, and the world in minds is the only world that we have, and we can change it if we change the map" (Shahrour, 19). Each person has a map for his world in his mind, and he can

change his world if he changes his map. A person's map contains symbols, voices, feelings, and smells. He builds his life depending on his past experiences, and not from what happens in his current environment (Shahrour, 23).

3. There is a positive intent behind any action:

Usually, we stop talking with one of our friends because of bad behavior. Actually, behind any behavior there is a positive intent. We, as communicators need to know that each person has a positive motivation, which makes him to do things are not acceptable to others (Fagie, 17). For example, when a thief steals, usually he is suffering, and he wants to fill his natural needs (Fagie, 17).

4. People spend the maximum ability through their available sources.

Each person has history and experiences, and sometimes the individual remembers his actions, and blames himself. In fact, in the past, he used available sources, and this was a result of these sources. Through time, people acquire more experiences and information, and they tend to make better decisions in their lives. Their knowledge will make them wiser.

5. There are no resistant people, but there are communicators who want to prove their rightness in their opinions for everyone.

Some people refuse to communicate, and that does not mean they will never communicate. They just face barriers that prevent them in their communication process. If we choose the suitable time, we will manage our communication with them (Fagie, 21).

6. The meaning of communication is in the responding.

If the communicator sends a message, and he receives the response differently, he should send a message in different way to receive the response that he aims for. The message's meaning is indicated by the mind of the receiver. The communicator sends the words with body language, voice tone, and facial expression, but he cannot indicate the meaning, and sometimes he should try several times to send his ideas as he intends (Fagie, 21).

7. Individual, who has flexibility, will have a control over the situation.

Keeping the mind toward one attitude will never make life easy, and sometimes it makes life complex. Abraham Fagie gives an example to clarify the meaning of this principle, “[w]hen a fly tries to go outside through a window, but it hits the glass every time. Even though there is a small open space in the window that it can pass through, but it does not try another way to pass. Finally it dies because it gets tired from hopeless trying” (Fagie, 22).

8. There is no failure, but there is a specific opinion about experience.

People usually experience failure, each one has a reaction to his failure experience. Some people stop making new experiences because they fail one time. Some people believe it is success to try failed and successful experiences. People who do not succeed tell their failure stories to people, and they do not want to try again. So, people indicate their opinions according to their experiences, and there is no failure but there are opinions (Fagie, 22).

9. Each experience has a form, and if you change the form you will change the experience.

Everyone has an experience, this experience has a form, and if we change the form, we will change the experience's impact on our minds. Abraham Fagie, gives an example, “There is a woman who visited me in the clinic, and she is in bad mood because she came to the clinic after she saw the worse thing for her, which is a cockroach. I asked her what she hated in this insect,

she answered that she hated its color and look. So I asked her about her pants color, then she realized that her pants color is similar to the insect color, so she laughed in the same moment. I asked her about the funniest person that she loves to talk with, and she told me and started laughing. Her friend's name is Mikel, so we named the insect after him. We imagined the insect wearing her pants and having rabbit ears. She just remembered the insect and started laughing because we changes the form of her experience" (Fagie, 23).

10. The human communication comes in two forms: conscious and unconscious.

In 1956, George Muller, who is a French scientist at Harford, conducted a study about the unconscious mind and conscious mind. He realized that the unconscious mind can gain more than 2 billion data in one second, and the conscious mind has a limited space in acquiring information. The unconscious mind begins acquiring the data from the days of the early embryonic stage of the human life. In fact, the unconscious mind indicates your natural responses (Fagie, 24).

11. In different types of people, we can find a positive history that they can use to change their present.

Each person has positive experiences that can inspire him to be a positive person. When he remembers his happy, good, positive experiences, he will have more confidence in his ability in facing life's difficulties. For example, when he earned his first graduation certificate, and how he perceived these events positively. The human past will never be empty from the positive experience, and he needs to remember his past sometimes to push him forward in the future (Fagie, 25).

12. Mind and body effect each other.

The body and its movements are a mirror for our thoughts, and our thoughts effect our body movements. The person can think about something that makes him happy, and then he will notice his facial expressions and his body movements while his thinking process changes. The same thing will happen if he thinks about a bad situation, his body and face will express his thoughts. In addition to how his body effects his thoughts, so if he raises his head, and takes a deep breath, he will feel more comfortable, or when he lowers his head and shoulders, he will feel bad (Fagie, 25).

13. If something is possible for someone, it is possible for anyone to learn the same thing.

Marcus Aurelius, a Romanian Emperor, said, “[d]o not think that what is hard for you to master is humanly impossible; and if it is humanly possible, consider it to be within your reach” (Good Reads). Of course this fact needs rules like:

- ❖ An individual should have a strong deep desire in learning.
- ❖ An individual should process the learning.
- ❖ An individual should commit himself under any conditions.

The person should try the strategies that he thinks it will work for him, and he will be successful in. For example, if you have a wise man in your family, or in your close community, you should discover his strategy, and try it (Fagie, 26).

14. I am responsible about my mind, so I am responsible about the results that I reach (Fagie, 15)

It is easy to blame others for our mistakes and make the problem theirs, even when it is not.

When an individual blames others, his ability, skills, and understanding are functioning below

normal expectation. On the other hand, if a person tells himself that he is responsible for his behavior, situation, and results, he will stop blaming people for his mistakes and compare himself with others. The person should be “a captain of his ship” to be a successful person (Fagie, 27)

NLP between Body and Mind

Surly, there is a strong relationship between the intellectual and physical parts of the human body, and as a result, what a person thinks is clearly expressed on his face and body movements. Subsequently, his thoughts will affect his feelings, and if he realizes this fact, he will maintain his emotional state (Shahrour, 23).

In the *Neuro-Linguistic Programming Workbook for Dummies* by Ready and Burton, the map in human minds is a result of what they see, hear, touch, and feel, and each person can develop his life system by the NLP (Ready and Burton, 85). Each previous feelings touch, smell, and hearing is a VAK preference. This term is derived from visual, auditory, and kinesthetic, and it is the echo of the individual language in choosing words and contact with others. “Tuning into VAK is the first step to understanding your own and other people’s preferences – you match preferences. You can become an ace communicator by adapting your language patterns to connect with other people” (Ready and Burton, 85-88). When an individual improves his ability in maintaining his VAK preference by applying NLP knowledge in his life, he can increase his ability in controlling the images, voices, thoughts, and emotions in his mind. Subsequently, he will improve his control over his life, such as improving relationships, changing behaviors, and problem-solving ability in addition to creating and selecting options for improving whole aspects of his life (Ready and Burton, 92).

Improving NLP skills will develop communication skills in the individual, and it will create bridges of understanding through nonverbal communication skills such as visual contact.

“Mastering the NLP skill of pacing and leading takes you to a deeper level of listening as a way of building bridges between people who come from different communication directions, each with their unique styles and agendas”(Burton and Ready, 103). The communication skills in nonverbal communication do not have a country or region, and they are typically considered a universal language. For example everyone understands the smile positively, and it expresses satisfaction and good feelings. Effective nonverbal communication through NLP offers several strategies:

1. The receiver should listen carefully, and without interruptions even if he feels the need to interrupt. He should be considerate of the talker through direct eye contact and positive signs like nodding in agreement. The listener should expect the positives, and he can help the talker in overcoming difficulties. Both of them should reach the conversation's goals, so the communication is considered effective.
2. The receiver should be neutral, and spare himself from his personal distractions. As a result, he will be able to control his interactions and focus on the message that he receives.
3. Focus on the state of the talker, and understand it. He should mirror and be aware of body language, facial expressions, signs, and voice tones to create an unconscious relationship.
4. The receiver can be a leader for the given situation when he understands the talker's feelings and problems through his nonverbal expressions.

5. The receiver should show agreement, so the talker will feel positive, and he will feel that the receiver understands him perfectly. The communication process will be satisfactory for both of them because they have reached their goals. (Shahrour, 25-26-27)

Through these steps, the communicator can build a successful relationship with others by showing care, agreement, and positive expressions. These strategies do not have a specific language, but depend upon universal facial expressions, body language, and the unconscious mind bridges.

As communicators, we need to understand that words do not bring for our minds the real meanings, and we have to understand the three aspects I outline in this thesis to get the real message from the sender: Neural linguistic programming (NLP), body language, and the unconscious mind. NLP is the deep understanding for the thinking process, language and behavior, and it is connected to the body language in some points. Body language is concerned with the meaning of the body movements and positions, and body language expresses the thoughts and feelings which are controlled by the NLP. These two aspects come from their source, which is the unconscious mind that is responsible for thoughts and feelings. All these three factors work to express individual messages without words.

Chapter 3: Body Language

Ever since the beginning of humanity, humans have been communicating, even before developing spoken language. Each human being is born with no speaking language skills for their first couple years, but still they can communicate with their parents and family successfully. They do not have symbols (words), but they have a voice tone, facial expressions, and body movements that help them to communicate with the people around them without verbal words. The body language is natural language for every individual (Sonneborn, 8). Body language is composed of complex ways in which people communicate with one another. People receive messages from the sender. These messages could be interpreted correctly or incorrectly, depending upon the body language expressed at a given time. In addition, the complexity of the human brain is an important aspect of body language; the message is what the receiver understands in his mind (Bowden, 116). According to Bowden, the "message happens in the audience's head" (Bowden, 13).

Researchers in the field of communications studies agree that body language is a substantial part of any communication. It is considered a modern field of study because researchers began to seriously study this field relatively recently, in the mid-twentieth century. Researchers began studying body language as nonverbal communication methods including facial expressions, gestures, posture, head movements, and gaze and eye contact. Each of these elements affects the communication process directly or indirectly, and can lead to successful, effective, or non-effective communication (Sonneborn,9)

Facial communication

People have always sent messages through their facial expressions, whether dead or alive. If they are dead, they send a message of silence and while living, continuously send messages. The face is the primary source of information in communication (Leathers, 21). “It is instrument of importance in the transmission of meaning within a matter of seconds facial expressions can move us to the heights of ecstasy or the depths of despair.” (Leathers, 21). Facial expressions have a strong influence over the communication process where it can lead up to the discussion or it can diminish it (Leathers, 21). The face movements are changing rapidly that make them play an important role in the communication to express emotions and attitudes (Argyle, 1971). Indeed, our communication begins and ends with facial expressions; these expressions carry our whole sense. Sometimes our thoughts are expressed through in the same moments and in the same movements (Leathers, 21). For example, when we look into an infant’s eyes and facial expressions in order to understand his needs. We interpret his needs through his facial expressions. Another example might be when an elderly patient interprets the facial expressions of his surgeon regarding his chances of living through the next surgery. The facial expression of his surgeon provides him with the answer (Leathers, 21).

People have the ability to make various faces according to their emotions and thoughts, and can change their facial expressions when asked. In 1966, Osgood conducted a study that included fifty people and required them to make forty various facial expressions expressing only eight emotions. They found that each move sends a different meaning. For example, smile indicates happiness, but it could be felt, false, or miserable (Argyle, 1972). According to this knowledge, we see that the small movement also has different meanings, like words have also various meanings.

There are differences between body language from one country to another. However, scholars' research indicates the following are universal:

- Anger: Forehead wrinkles, the eyebrows go down, nostrils flare, and lips tighten.
- Disgust: Nose wrinkles, upper lip "is raised" eyebrows are scrunched.
- Fear: Mouth is stretched back, eyebrows are raised, and the eyes are opened wider.
- Happiness: Eyes get smaller, wrinkles under the eyes, the smile of the mouth is turned up, and lips separate
- Sadness: Eyelids lower, the corners of mouth get lower, and the inner end of the eyebrows go up.
- Surprise: Eyelids open, lips open naturally, eyebrows go up.

Additionally, there is another universal sign (which has no name) that is raising the mouth from one corner and considered understandable for everyone (Sonneborn, 21).

Gaze and Eye Contact

Gaze and eye contact are nonverbal signals that have significant social rules in social behavior. These signals are more than simply receiving the information and sending messages for others, and are dependent upon the degree of interest of the receiver. Functions, a signal for the receiver and a channel for the gazer. Various aspects of the signals have different causes and consequences:

1. Amount of gaze at others: The amount is the percentage of time that has been spent looking into the other person's face; people spend this time on different spots of the same

area, which is the face. There are two types: the mutual gaze where people look at each other, and looking while talking or listening where the ratio between them reflects the emotion state (Argyle, 153).

2. Glances: Are only for two or three seconds; if a glance lasts longer, it will be considered a different dimension of a gaze. There are two types: mutual glances which typically last about one second, and pattern of fixation which is the record of the precise pattern of fixations (Argyle, 154).
3. Pupil dilation: The amount of dilation of the pupil in the eyes is another dimension of the gaze. It impacts the behavior of others during the communication process and sometimes they are unaware of the impact (Argyle, 154).
4. Eye expression: emotions by how far they open and the largeness of the white area.
5. Direction of gaze-breaking: When people are not looking to each other or break the gaze by looking down or to the side.
6. Blink-rate: this kind can be counted and varies. For example the concentration (Argyle, 154).

Gestural Communication

Body movements are part of emotional expressions and have a significant impact in daily communication. The gesture is one of several kinds of body movements. They are the “voluntary bodily actions, by hands, head, or other parts of the body, which are intended to communicate” (Argyle, 188). There are three main kinds of gestures:

1. Emblems: Are nonverbal actions, usually hand movements. They can translate meaning for two or three words that are known and common between all members. For example, phrases such as “[b]e quite” or “I do not know” can be expressed without verbal actions.
2. Illustrators: Are directly connected what is being said verbally and work to illustrate the verbal words. For example, when we describe shapes or images, we usually use words and hands to send our message completely.
3. Self-Touching: Refers to body-focused movement. For example, where we have to make the emotional as a usual and normal act (Argyle, 1988).

People communicate through body movements, whether we use one part, several parts, or the entire body in tandem, each one sends a message. Author of “The Secret of Rising Sign,” William Lamp, defines posture as an “[a]ction involving a continuous adjustment of every part of the body with consistency in the process of variation” (Leathers, 35). This refers to the way in which posture changes in the body following the communication process. In contrast, the gesture is the action that is limited to a “part or parts of the body” (Leathers, 35).

Psychiatrist Scheflen who researched kinesics and communication, conducted a study to understand the differences between gesture and posture communication (Biblio.Com). The study was conducted by observing three basic parts in body movement: the point, the presentation, and the position. According to Leathers, the point is “[t]he nonverbal equivalent of an individual trying to make a point discussion” (Leathers, 35). When the speaker wants to point his discussion, he will change his position, and perhaps his head movement, and he will use some serious sentence to reach his point successfully. He may change his head and his eye brows between sentences.” He could also change his neck position to look to the ceiling or the floor. It

is because just one part of the body is involved, which is the head, therefore making the point is gesture. The presentation occurs when a person changes his location and entire body to interact with someone; the presentation can last for several minutes or hours (Leathers, 35). The position is “[m]arked by a gross postural shift involving at least half the body” (Leathers, 35). Usually, the position body communication occurs during a meeting, conference, or discussion tables

Postural Communication

When an individual sits or stands, and how his position elicits a feeling within our minds. Some standing or sitting positions indicate a person is comfortable and confident, while others indicate discomfort and angry feelings. The receiver of the communicator’s messages can indicate his thoughts and feelings through his body position (Argyle, 39)

Posture is not limited to humans; it is also characteristic of other species in the animal kingdom. For example, monkeys, dogs, horses, and others. Rhesus monkeys have five various sitting positions, which are upright, relaxed, hunched, cat-like, and crouching. These monkeys have other postures to reflect circumstances such as perceived threats and mating behaviors.

Observation of animals allows us to see the importance of posture in communication, and we can observe how posture effects human roles (Argyle, 203). The human has five kinds of posture that standing, sitting, squatting, kneeling, and lying (Argyle, 203).

These postures correspond to various positions of the legs, arms, and different body angles. In early human societies, most of these postures were commonly used by commoners, but not by those of higher status. Furthermore, the postures used can reflect the current environment such as whether it is hot or cold (Argyle, 203).

Postures vary by culture, however, some are considered universal such as expressing humility, bowing, crouching, or lowering the body. In addition, universal postures include, watching, puzzled, curious, determined, excited, indifferent, rejecting, self-satisfied, welcoming, stealthy, searching, attentive, violent anger, excited, stretching, surprised, sneaking, shy, thinking, and affected (Argyle, 205).

Head Movement

Ekman compared head and body movements, and realized that they give different information about the emotional stature to the observer; the head is a more honest reflection of emotions while the body is more (Ekman and Friesen, 712). Head movements have a zero position as a center, and accordingly it has a cyclic or oscillating ability in movements. . The intensity of head movements in conversation refer to the frequency and amplitude, hence, we can realize the importance of constant and precision in speech, which connect to speech-related phenomena (Hadar et al, 36).

Movements are related to speed which impacts behavior. The speed of movements are natural and usually uncontrolled, especially during conversation. The speed is derived from tempo, which is defined as the number of movements in a given unit of time. The connection between the speech and speed is a debate point. Through their study, Hadaer et al. realized that study of head movement is a complex subject to study because “the head is a rich source of information for speech-related movement” (Hadaer et al, 36).

FACS and Kinesics

Facial action and kinesics concern the interpretation of any small movement and analyzing it, and this knowledge was developed by Herman, and it is adopted by Ekman and Friesen (Ekman).

This system has two parts: The Facial Action Coding System (FACS) and Kinesics:

Face Action Coding System

Facial expression has been the subject of research for hundreds of years since it reveals the personal emotions (Cohen et al, 2003). FACS is a useful method to explain any small movement in the human face. It is an automatic system within the human body that are comprehended through observable facial expressions. Every observable movement is a unit action (AU) and all facial movements can be broken into AUs (Paul Ekman Group). The FACS explains, in detail, facial expression according to muscle formation and facial appearance. This knowledge has a detail description in this quote:

FACS, 2002, specifies 9 action units in the upper face and 18 in the lower face. In addition, there are 14 head positions and movements, 9 eye positions and movements, 5 miscellaneous action units, 9 action descriptors, 9 gross behaviors, and 5 visibility codes. Action descriptors are movements for which the anatomical basis is unspecified... With some exceptions, action units are organized by region of the face in which they occur (Cohen et al, 2005).

There is a large number of unit actions in the small part of the body, the face. Each little movement has a meaning, and when they are combined, sometimes produce a larger or different meaning. Scientists have divided them into several parts in order to easily describe them, and explain their effect and meaning. Through this knowledge, people can understand the facial expressions because there is a message to send in each part.

Kinesics

Leathers defined kinesics as “the study of observable, isolable, and meaningful movement in interpersonal communication.” (Leathers, 20). Additionally, Leathers cited Birdwhistell’s definition where kinesics is concerned with abstracting from the continuous muscular shifts which are characteristics of living physiological system those groupings of movements which are significance to the communication process and thus to the interactional systems of particular social groups (Leathers, 20).

Kinesics is the study of the constant muscle movements according to the physiological state, reflecting the importance of body movements in the communication process (Leathers, 20).

Kinesics starts in the smallest known motion. This small unit emphasizes the kinemorph. This structure of kines in any part in the body gives meaning. Knowledge is concerned with studying any unit in our parts, and explaining the meaning. For example, the movement of the eyebrows have varying meaningful motions in different cultures and societies. For example, “droopy-lidded” eyelids combined with “bilaterally raised median” brows have an evident differential meaning from “Droopy-lidded” combined with a “low unilateral brow lift” (Leathers, 20).

Movements have specific meanings, from the smallest movement to the movement of the entire body. No matter whether it is a single motion or one combined with other motions, there is meaning within each movement (Leathers, 20).

Birdwhistell recognizes eight major body movements: total head, face, neck, trunk, shoulder-arm-wrist, hand, hip-joint-leg-ankle, and foot. These areas are divided as very important and less important. The less important movements are the non-visible ones such as the neck. The very important movements are the facial, gestural, and postural parts (Leathers, 21).

Body language and simulation

Body language and communication with others has a strong relationship; they cannot be separated under any conditions. Most people prefer to have positive connections with others and have a successful social life. The main idea is each person is looking for a person who is able to understand and mirror him to communicate without obstacles. The successful communicator can mirror the speaker. This is known as simulation, meaning copying and imitating. Body language copying or imitating includes behaviors such as repeating the speaker's words as a sign of respect and harmony (Shahrour, 230). Using the mirror system is an effective way to have confident relationships and communication with others, and with time, the communicator will feel this system is natural behavior within his body. Considering the kind of the relationship will have an effect on the mirror system. For example, if the communicator is in his boss's office, and his boss moves his chair back aggressively, the communicator could not mirror the same body movements because he risks losing his job because that might be considered rude behavior. (Shahrour, 232)

Body movements have a large impact on the psychological state of the individual. These gestures will affect the thoughts and feelings because it supports the brain to work in tandem with the body. Body movements include slouching the shoulders forward, pressing on the neck. This kind of movement reinforce negative feelings. Also, when a person looks down, that can be interpreted as a lack of confidence. People will look at him as a weak character. Using nodding as a sign of confirmation, meaning agreement on what was being communicated. This physiology is a sign of strong support to fill a specific need for others, which is clearly his needs for being heard and understood. These needs come from early childhood when children look to their family for acceptance (Shahrour, 234-235). Nodding the head supports others to have a

confidence and connection with us. In the University of California, researchers have found evidence that nodding the head correlates with building warm relationships with others, and supports the idea of openness (Shahrour, 236). As communicators, we need to remember that words do not translate directly to meanings, and we have to understand body language to get the real message from the sender. To review, body language is about the meaning of the body movements and positions, and body language expresses thoughts and feelings. Thoughts and feelings are, in turn, controlled by the NLP (the deep understanding for the thinking process, language and behavior). The source of all this is the unconscious mind, which is the focus of the following chapter.

Chapter 4: The Unconscious Mind

The unconscious mind is the foundation of a person's character and soul of life. An individual's thinking and what he desires is in his unconscious mind and is "in every way the most important factor in our psychical and physical life" (Taylor, XI). It controls each moment and movement within our lives. It is the source of our dreams while sleeping, and while awake, the source of our morals (Mosaa, 9). In this chapter, we will explore the connection between the unconscious mind and our behavior in the communication process in our daily life, and how the unconscious message will be enough in communicating without words.

Unconscious Concepts

People see the conscious mind differently, and the researchers have various views, each one reflecting a different approach. There are nine main concepts:

1. Repression, forgetting, and unconscious remembering.

Repression, a form of a selective images and fact in the memory, is featured in the psychoanalytic approach. This feature of the unconscious mind causes the forgetting of the negative event in the personal history. People are oblivious to the forgotten memory, but they are influenced by this negative content (Orbach, 3).

2. The unconscious as lack of rational control.

The individual does not have control over his emotions and behaviors, hence we define the unconscious is described as uncontrolled forces and behaviors, and the conscious is defined as a mental process and manner that are controlled by rationality (Orbach, 4).

3. Subliminal perception, unconscious processing, and perceptual defense.

The subliminal perception is when the perception of motivation presents at a lower concentrate that with people who are able to register as conscious people. This kind of perception dramatically impacts behavior. Researchers believe that the subliminal perception can be used to remove the blocks that prevent us from reaching the manipulate unconscious (Orbach, 5).

4. Inability to discriminate or notice internal and external events.

This approach relates to the attention and inattention processes, hence, we should be concerned about the inability to recognize the stimulus. The inability in recognizing the stimulus may relate to external even, internal mental issue or person's behavior (gesture, facial expression, and body movements) (Orbach, 6).

5. Inability to identify patterns of behavior and principles of action.

The inability to identify the principles of actions and behaviors forms according to how the person functions is have another facet of unconscious. Cognitive theories realized that the behavior is a result of the person's system of beliefs and thoughts about himself and about the world (Orbach, 7).

6. The unconscious and dissociation.

The psychoanalytic recognition of the unconscious as a factor of repression as a central process to transfer the conscious action to the part of unconscious and instinctual contents. Freud described the unconscious as a "mental state in which a particular part of responsibility or psychological function" (Orbach, 9). The personality includes cognitive, behavior and emotions, and they are different from the other parts of the personality, from the central station in the brain (Orbach, 9).

7. The unconscious as inhibition

Some theories refuse to consider the unconscious as a concept. Nevertheless, somehow, these theories connect to the concepts of unconsciousness. The researchers of these theories, like the behaviorists use the unconscious concept, but they define it in their own terms (Orbach, 9).

8. The unconscious as a lack of inner congruence.

In this approach, we should see the difference between the unconscious and the conscious. The conscious is the congruence of the various mental system like perception, in contrast, the unconscious lacks the internal congruence. The congruence means the inappropriate or incomplete aspects from experiences (Orbach, 10)

9. The unconscious from the perspective of thought, understanding and language process

Finally, this approach connects directly to this research concerning communication through the unconscious concept. This concept requires a high-level of mental effort and process, and it has three dimensions: thought, understanding and language.

Freud described the functions of the unconscious in terms of a specific mode of thinking when identifying the unconscious as primary. This kind of thinking is the dreams, artistic creativity, and slips of the tongue, and they are different from logical thinking. Freud made a connection between the unconscious and the primary thought process (Orbach, 8).

Matte-Blanco explains Freud's conception about the unconscious thought process through describing and developing the special forms of unconscious thought. For example Epstein views the unconscious and the conscious are using different methods to express feelings and knowledge. The conscious is more rational than the unconscious, which is more associative-

symbolic, these different methods express the same ideas to reach the same goal in communication (Orbach, 8).

Bowers views the absence of thought as the lack of understanding, which is considered the essence of the unconscious mind. He suggests if people have a lack of knowledge about the connection between phenomena, internal, or external, they will be unaware, and they will not have a clear notion about these relationships. Bowers divided the understanding into two levels. The first one is connected to the ability to discern the existence and relationship between phenomena. The second level is connected to understanding the essence of these relationships (Orbach, 8).

The third aspect is language. It plays a major role in the unconscious process, hence language has two approaches:

- The traditional approach is presented by Sartre who identifies the unconscious with language as the ability to use concepts and the absence of unconscious conceptualization. He believes the emotions and intuitions cannot be represented by words which are unconscious even they might be experienced in conscious. Verbal concepts transfer these unconscious thoughts to conscious thoughts (Orbach, 8).
- Lacan, a modern psychoanalyst disagrees with Sartre. He believes that the unconscious is the mental state that includes the inner realities such as wishes and instincts, and they are expressed deeply and directly (Orbach, 8). Furthermore, he believes that when people express their feelings and thoughts verbally, they lose the experience's essence and depth. The words reduce the wishes and instincts to a dull reflection of the main intensity. The bond between a mother and child is

stronger before the child begins talking and stating his feelings verbally. When child starts saying words, he will limit his unconscious experiences because he transfers his information into words (Orbach, 9).

The Unconscious Mind and Social Life

The appreciation for the mind's working is considered a main factor toward improving the natural language for social interactions (Bargh, Uleman, Hassin, 225). Social life is divided into two parts, conscious and unconscious. Together, they comprise the foundation of relationships "social unconscious, i.e. such social relationships as are not usually revealed, or are not even conscious" (Foulkes, 56).

The pioneer of the unconscious field, as mentioned above, is the Austrian researcher Freud. Other researchers who supported his ideas were Young from Switzerland, Adler from Germany, Bowdoin from France, and Reefers from England (Mosaa, 7). Freud's assumption about the unconscious mind is that the unconscious mind is coming from concupiscence, and he explained that concupiscence is a strong motivation for the unconscious mind, so this desire moves our life (Mosaa, 10). Salmah Mosaa argues that Freud's assumption is not right, and he argues that the motivation for the unconscious mind is sophistication. His theory is derived from his belief that humans are striving toward improving their lives from the time they are born, suggesting sophistication as the motivation for the unconscious mind. Modern researchers are developing and testing hypotheses geared toward a better understanding of the science of the unconscious mind (Mosaa, 10).

Communication in social life is a human instinct and it is something that is natural inside any human soul. The reactions throughout our daily lives are unconscious responses that transition to

the conscious. For example, if a man's finger is pricked by a pin, all of his body parts respond in tandem to give a reaction about the degree of pain. His body's reaction sends a message about the pain from the pin prick. This is an example in how we transmit our conscious thinking to conscious, and how we send message through our bodily movements unconsciously. Most people's reactions develop from observations such as when a child is developing his personality based upon his daily observation of his various life experiences such as those at home and school (Pierce, 10).

The concept of communication is that each perception comes to the central inner station in our conscious mind. The perception must be one of three concepts: agree, disagree, and indifference. The unconscious will be according to the environment and when the mind receives the perception, it will indicate the effect of the perception that is the response (Pierce, 8).

Indeed, the mind has two forces, and they are playing great roles in indicating our response to outside environment around us. The first is the primitive instinctive effort "of the central station so to operate the machine as to get its wishes" (Pierce, 12). The second is the effort of cultural training "to keep the operation within bounds approved by social group" (Pierce, 12). These two mental forces contrast sharply against one another, one of them conscious and the other unconscious. The first force is a natural, primitive, instinctive and concerned with the environment satisfactory, which means response to our desire in full the wishes. The second force has a specific job of finding a compromise "of checking the primitive when it fails to square with the conscious ethical sense and public opinion" (Pierce, 12).

Frederick Pierce emphasized the role of the central station in our communication when we receive messages from outside environment. The main role of the central station is changing the environment where producing happiness, but the manufacturer confronts the business station that

threatens a serious impact. The “fear feeling” will support the motivation with great power, and his mind will remember and produce models and images of responses, in addition to present all his instinct desires and his wishes to fill (Pierce, 13). Pierce provides several principles about the central station in the unconscious mind:

- 1- “Through inbound and outbound nerve paths any perspective stimulus may produce an effect to which there is an effort at response.
- 2- The response, however complex, is in the general form of extension toward, or change of, the environment.
- 3- Response-models are formed through experience and observation.
- 4- The responses may be instinctive, may follow an acquired model (Habit response), or may have to wait for a thought process.
- 5- The driving force is always a wish.
- 6- The wish may be either unconscious or conscious.
- 7- The two wish-field are often in conflict.
- 8- The thought process required are often elaborate in the extreme, and that they are always at the services of two masters—the unconscious and the conscious” (Pierce, 13).

Through these principles we can see how the central station in the human mind works to produce more effective communication through connecting past models with the current environment of the communication minutes.

Mosaa emphasizes the relationship between the unconscious mind and the body. For example, when a girl remembers something that makes her shy, automatically her cheeks will get pink because her feeling causes an increase of blood flow to her face. That means all the thoughts and reflections in inner thinking affects bodies (Mosaa, 71). As a result, this relationship affects our communication with others, positively or negatively. Thoughts have an effect on bodies by controlling emotions; our thoughts have the ability of killing us. For example, in Japan when they had a natural disaster, some people who were injured died because of fear and thoughts. We can say they died by their delusion (Mosaa, 71).

The nature of the communicator's unconscious mind will identify his character in front of people. What the person thinks forms his character, so his unconscious mind is thinking love and peace, this will likely make the character lovely and friendly: conversely when the person is thinking hate and destruction toward others, his character will be reflect his inner thinking (Van Fleet, 163).

In *Unconscious Communication in Everyday Life* by Langs, the variable kinds of communication have been explained, which are verbal and nonverbal. Many worthy terms have been used to clarify destinations and differences between the communication types. He emphasizes the effect of expressions, pressure, and action, which are unconsciously part of communication process (verbal or nonverbal). He divided communication into two types: "quiet" when the message is recognized, and the "dumping" that "[h]as received attention in some psychoanalytic circles but has been neglected in others" (Langs, 151).

As communicators, we need to think about the complicated relationships between words and meanings, and we have to understand the three aspects I have detailed above to get the real message from the sender. The unconscious mind, which is the responsible for thoughts and

feelings, is the source of the other two elements. NLP is the deep understanding of the thinking process, language, and behavior. It is connected to body language, which is about the meaning of the body movements and positions. All these three factors work to express the individual messages without words.

Chapter 5: An Interview

Rai d'Honoré is the director for the East Carolina Language Academy, and she is a teacher in the same school at the same moment. She has a Bachelor's degree from Franklin & Marshall College, Master's degree from The American University, and PHD from The Catholic University of America. She speaks eight languages, including English, French, German, Spanish, Turkish, Latin, Catalan, and Occitan Old to 1500. She is interested in history, politics, and art overseas. She is a British citizen and has resided and worked in several different countries, and she has met people who speak different languages than what she had at that time. She has worked and lived in Asia, Africa, Europe, and now in the United States. She was a Dean of Continuing Studies at Mount Vernon College which is now part of the George Washington University; she also planned, implemented, and developed a successful graduate school. In addition, she has been a president of an international management-consulting firm working with the World Bank, OECD, ADB. She worked in government and private industry, and she is an executive director of an educational nonprofit foundation in Washington, DC.

I chose to interview Dr. D'Honore because she has varied and extensive experiences in communicating with people from various cultures who speak different languages. She has been faced with a variety of situations and met people who do not speak the languages she speaks. I conducted a personal interview with Dr. D'Honore, the transcript of which follows:

Norah: You have travelled to different countries around the world, and you for sure met different people who speak different languages. What are the difficulties that you faced when you communicated with them especially the people who did not speak your languages?

D'Honore: Well, first of all body language is incredibly important because you know the smile. Also I think cultural considerations going to certain countries how do you say hello? Do you shake hands? Do you do namaste? Do you not?" It is important to get that right, and it is important to know what is wrong as well. How to avoid giving offense and I think, generally, people have a sort of smattering of English, so you can use pidgin, and you can use gesture which is a body language, sometimes drawing pictures.

Norah: So the words do not usually make the job?

D'Honore: Sometimes pictures are much more effective, especially the wrong word.

Norah: Does body language and the facial expressions help you to overcome these difficulties?

D'Honore: Yes, very much!

Norah: Do you believe that body language and facial expressions are different from one country to another, and that these differences will not allow us to make the universal language?

D'Honore: Yes, to a certain degree yes. In some countries, people do not make an eye contact, and it is considered impolite to make eye contact, if somebody is older than you or at a different social level. So, clearly that's one thing that's a handicap. I noticed that in Africa, especially in Africa, because they consider it rude if you look to their eyes, but if you do not know that, then you might think they do not care.

Norah: What about the handshake and smile? Do you think they are a universal language?

D'Honore: I think the smile, yes. The handshake, not necessarily, because there are some countries where you do not do handshakes, in Asia you do namaste like that. So, possibly in Saudi Arabia for example, it might not be appropriate for me to offer my hand to a man.

Norah: Do you think facial expressions are something universal?

D'Honore: I think they are! Pretty much the smile is a universal thing. Yeah, I think so, and if you are surprised or angry. There has been quite a lot of psychological research done on that, which is why you have emoticons ... and you know what is sad, what is happy, and I think those are universal more than anything else.

Norah: Do you think the unconscious mind has a role in our daily communication? Do you think the unconscious mind has enough power and ability to support our communication without words?

D'Honore: Interesting question! I suppose so. I mean, when you meet people, sometimes you have a direct rapport with them. There must be a kind of recognition of a complementary of experiences, feelings or something like that, and I think I do.

Norah: Do you understand people, sometimes, without verbal talking, and you know what they want from you?

D'Honore: Yes, I think so. Especially, if they want something, and they do not say it, people figure it out which we called fishing.

Norah: Do you think the eyes represent the person ideas? Do you have any personal experience in a specific situation that you feel like you understand this person?

D'Honore: With eyes?

Norah: Yes!

Norah: Do you think there is a communication without words? If yes, is it effective or not?

D'Honore: Well, the eyes are the mirrors of the soul, so I think when people smile if they don't use their eyes, their smile will look like a false smile. So I think, yes the eyes can tell you a lot. For example, if people do not like you, they look sideways, probably, if they blink a lot that means they are not necessary telling you the truth, so I think the eyes are extremely important.

D'Honore: Yes, I think it can be. I mean there's a whole romantic thing of course which is without words, but a mother and a child. Yes, definitely, you certainly know what the child is thinking.

Norah: So it is effective?

D'Honore: Yes, it is.

Norah: So we can depend on it?

D'Honore: Sometimes yes, because sometimes what people are saying is not necessarily the truth. Words are not telling you the real message, and the body language can tell something else.

Norah: From your worldwide experience, does the voice tone and facial expression have a bigger role than words in the message that is sent to you?

D'Honore: I think it depends on the circumstances, but yes, it can. I think in a very formal situation, not so much, but it has a role in more informal situations.

Norah: Do you think body language and the facial expression can be a universal language in the future if we improve it and learn it?

D'Honore: Yes, absolutely I think it can.

Norah: Would you like to say anything about the topic of the research?

D'Honore: Yeah, I think it is just an open face. You can read people faces, eyes, body languages, smiles. There is such a thing. Yes, I think if you're observant enough there's all kinds of things you can learn about people.

Norah: Do you think we will have book that teaches the universal language in the future all around the world?

D'Honore: Sure, I think you should write it!

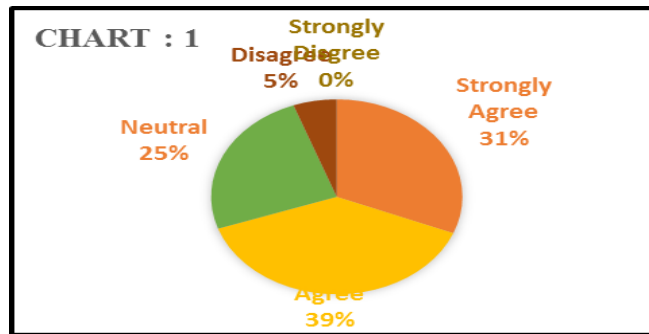
Through the interview, Dr. D'Honore shares with us her worldwide experience with people who do not speak her language, and she demonstrates that body language and other nonverbal communication aspects help her interact with others and have a successful communication process. Her words, ideas, and experience support the hypothesis of this thesis—which is that there is a universal language that everyone can communicate with through the use of nonverbal communication methods.

Chapter 6: The Survey

The purpose of this survey is to explore what people think about the concept of universal language, the language that everyone can use to communicate with others without considering their spoken language. This survey is intended to help prove or disprove the hypothesis that nonverbal communication is an effective, universal method of successful communication. This survey is comprised of 20 questions and an open-ended question, which will be discussed at the end of the survey. Participants for this study were Twitter and Facebook users and a total of 253 respondents from the United States and the kingdom of Saudi Arabia answered the survey questions. The answers are Likert-scaled responses between strongly agree and strongly disagree, and I used five answers to choose to give the participants complete freedom of choice, and makes them more comfortable with completing the survey. Below I offer details on the design of each survey question along with results from participants.

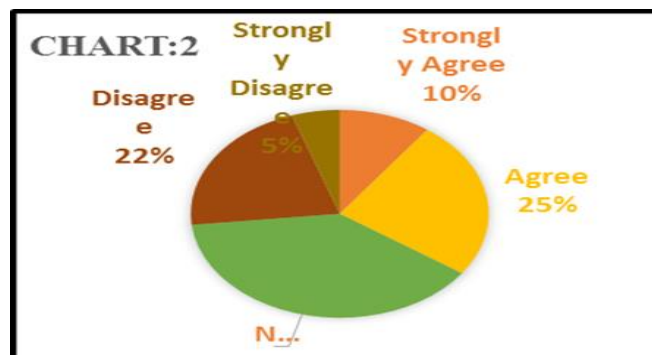
1. When I communicate with someone, the facial expression and body movements affect me more than words.

The purpose of this question is to clarify people's opinion about what effects them through the communication process, whether it is words or other factors such as facial expressions and body movements; it is focused on exploring people's belief in their ability to understand other people through facial expressions. Participants' answers provide evidence for the way in which body language affects talking, as discussed in Chapter 2. The highest percentage select agree option with 39%, and then strongly agree with 31%, neutral 25%, and finally disagree with 5%. The answers will be in following chart:



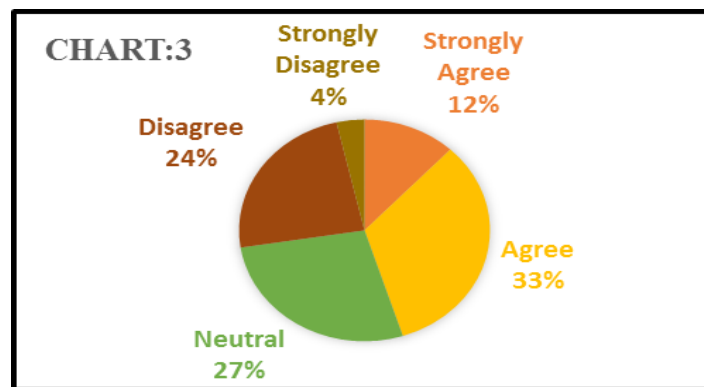
2. When I communicate with someone, the words affect me more than facial expressions and body movements.

This question is derived from the first one and lends additional credibility to the survey. It shows different attitudes and can be compared with the answers provided by respondents who answered the first question. The answers in the following chart showing that. showing the people's belief about words are not really affected People who select agree and strongly agree is less than the people who select agree and disagree in the first question. The largest percentage is neutral option, then agree with 25%, after that disagree with 22%, then strongly agree with 10%, finally strongly disagree with 5%. The result support what chapter two offers about the effect of body language on our communication:



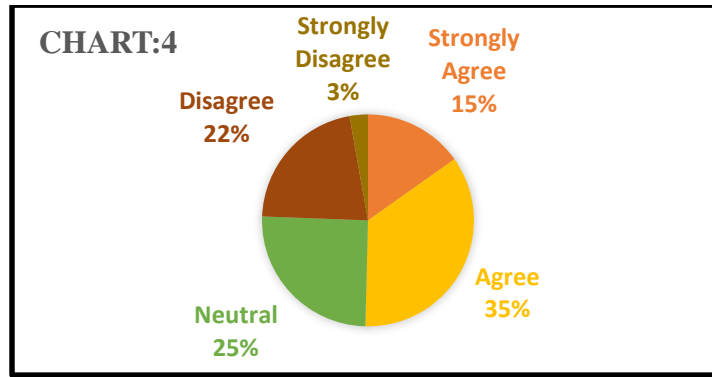
3. I feel like that I understand the person in front of me without him/her talking.

Through the question, we can see that most people feel like they understand others without verbally communicating, and a significant percentage of respondents answered “agree,” as shown in the chart with 33%, and strongly agree with 12%, then the neutral option with 27%, then disagree with 24%, finally strongly disagree with 4%. This shows that we can understand each other without verbal talk in most cases. Look at following chart:



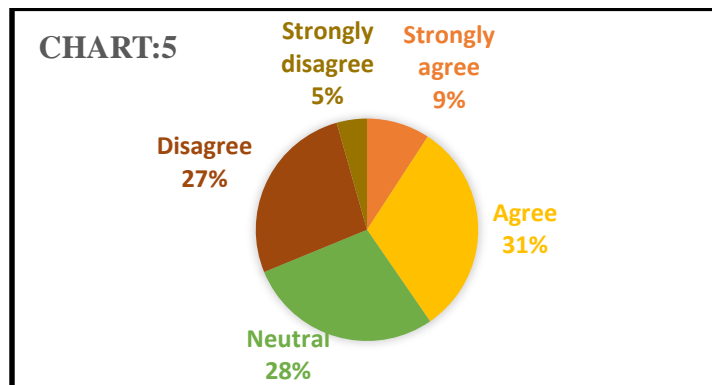
4. It is hard to understand someone without verbal talking.

This question can be compared to the first one, and it will show that people better understand nonverbal than verbal communication. When the questions are compared with one another, the results of participants' answers will be more credibility. The result in this question will clarify that verbal communication is not always understandable. Additionally, the results reflect the difficulty of nonverbal communication. The chart will illustrate that people feel nonverbal communication is difficult. This is a natural feeling because people tend to believe verbal communication is the main part of communicating. The highest percent go to the agree selection, after that neutral with 25%, disagree with 22%, strongly agree with 15%, and finally strongly disagree with 3%. The results is shown in the following chart (4):



5. It is easy to know what a person's status without speaking.

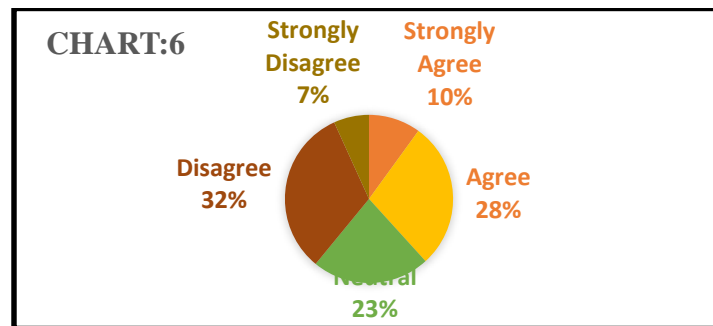
The aim of this question is to provide an open space for people to understand their skills and recognize their ability in knowing the person through nonverbal communication. The answers produce high level of cognition from the public participators. The largest percent go to agree option with 31%, neutral with 28%, after that disagree with 27%, strongly agree with 9%, finally strongly disagree 5%. The results in the following chart:



6. People can communicate successfully without words.

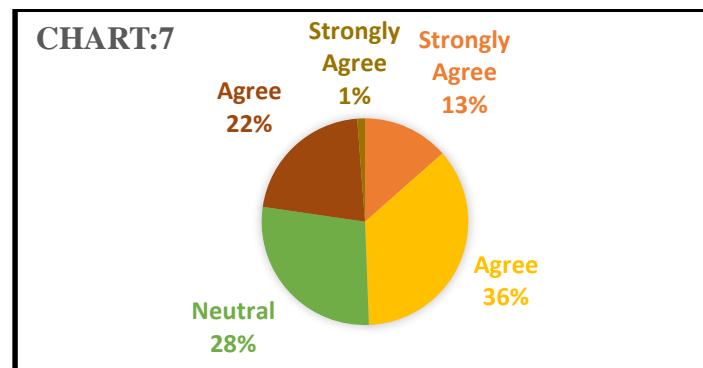
This question aims to create the idea of communicating without words, and the percent of the people who agree or strongly agree is close to the percent of people who refused the idea by selecting disagree or strongly disagree. Most participators choose disagree with 32%, then agree with 28%, after that neutral 23%, then strongly agree with 10%, finally strongly disagree 7%.

The results show the existing of the idea in half of the people, and they agree on the possibility, the chart will show the results:



7. Facial expression and body language are enough to send my message correctly.

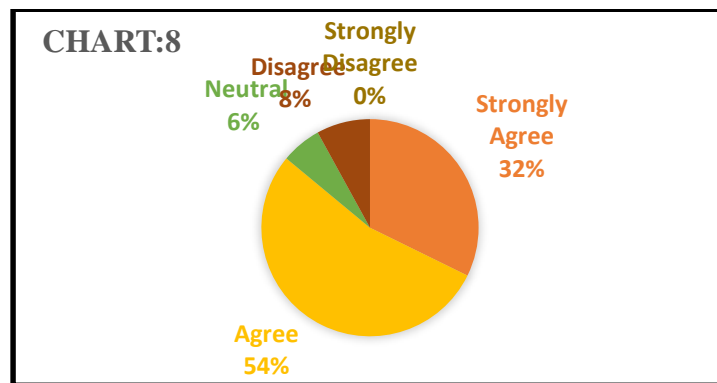
Facial expression and body language are enough to make us a good message senders, and nobody can talk with others with an expressionless face. The results show a large percent of respondents selected agree 36% and strongly agree 13%, then neutral 28%, disagree with 22%, and strongly disagree 1%. The results are shown in the chart:



8. When I am with people, who do not talk in my language, I will use my body language and my facial expressions to send my message to them.

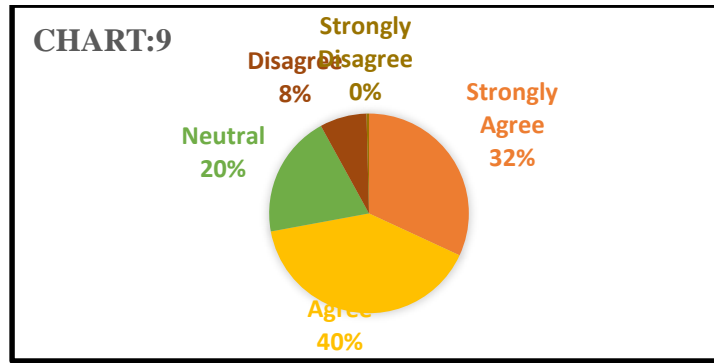
This question is starting to clarify the concept of the universal language project, reflecting situations where people are communicating with others who do not speak the same language,

insisting people imagine the situation and imagine how they will act. The chart shows a large percentage of respondents agree with 54% and strongly agree 32%, the less percentage with strongly disagree with 0%, neutral 6%, and disagree with 8%. This shows the importance of learning the body language, unconscious mind, and neural linguistic programming in our daily life. This is a chart:



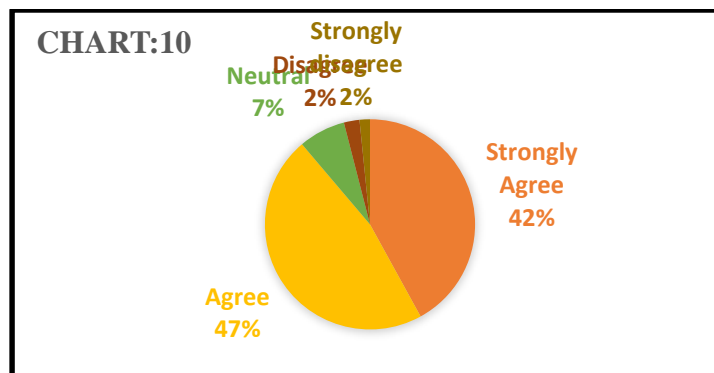
9. I feel comfortable with people who use their facial expressions and body movement in their conversation more than the people who do not.

In our daily communication, we usually feel most comfortable with people who use their facial expressions and their body language or the people who do not. Participants in this study overwhelmingly selected agree 40.2% and strongly agree 31.9%, and that reflects upon the value of supporting our inner thoughts by our ability and skills expressed by our body movements and our facial expressions. The neutral choice has 20%, strongly disagree has 0%, and disagree with 8%. The chart will show a significant difference between in the percentage of people who agree and strongly agree, and the people who choose the opposite:



10. Words do not mean the same thing for me if they are delivered with unfriendly face.

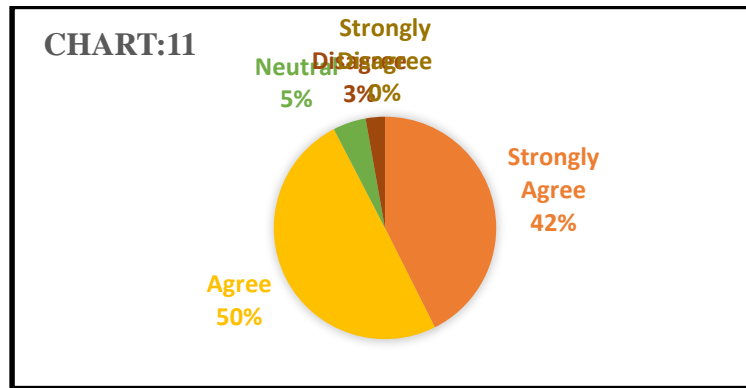
This question is trying to decrease the word's importance in the people minds, and lead them towards a deeper understanding of universal language, and compare between verbal and other communication factors such as the facial expression, body language, unconscious mind, and neural linguistic programming. The results show the huge percent of participators who select agree with 47% and strongly agree with 42%. Then neutral with 7%, disagree with 2%, and strongly disagree with 2%. This is the question's answers shown in the chart:



11. I know if a person is angry or happy without them telling me in words.

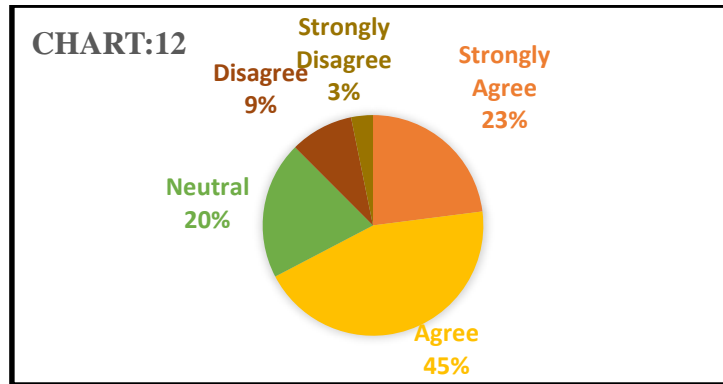
The purpose of this question is to remind people of their ability to understand people and reach a significant percentage of people who understand the others in their facial expressions and body language. The highest percentage go to select agree with 50%, strongly agree 42%. Then neutral

with 5%, then disagree with 3%, and strongly disagree with 0%. The chart show clearly that most of people understand each other through the face:



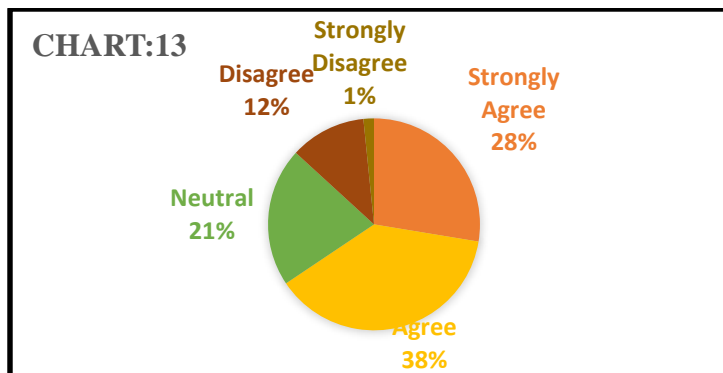
12. If I am in public state occupation, and must deal with an angry person who is coming to me. I will change my sitting position, and make my face expression ready to respond to his/her angry.

This question shows the role of the facial expression and other factors in the communication like NLP and unconscious mind in dealing with the communication process in the daily life. This question challenges people to think about future situations they might face, and which their unconscious mind (inner mind) will tell them first, and how their bodies will respond immediately and deal with the hard situation and with an angry person. The results show the high percent of people who select the agree with 45% and strongly agree choice with 23%, neutral 22%, disagree in 9%, and strongly disagree 3%. They indicate the high percent of people who use their minds and their bodies immediately. The chart will clearly show the results:



13. My feelings are clear on my face.

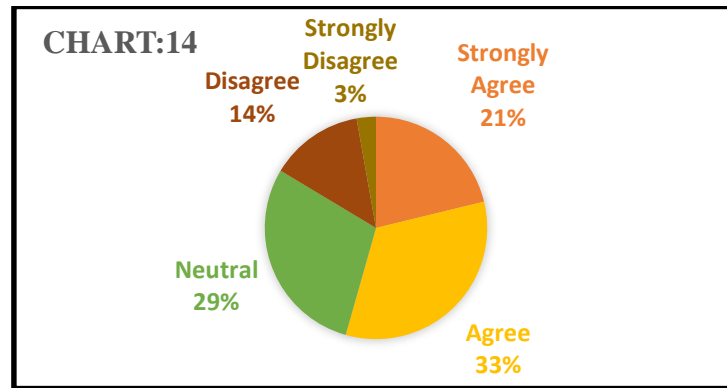
This question indicates the idea of how we think about ourselves and the idea that the eyes are a mirror of what other people think that is discussed in chapter three which is the unconscious mind. This idea is a normal practice that people typically do every day. They are trying to understand each other through the face and eyes, even if there is a verbal contact. The chart will show the high percentage who select the agree with 38% and strongly agree 28% choice, the neutral 21%, disagree 12%, and strongly disagree with 1%:



14. I understand people's eyes, and they are a mirror of their thoughts.

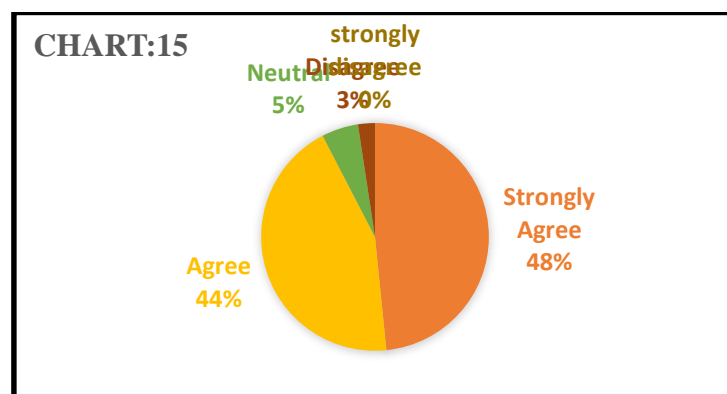
This question helps to inspire people to explore themselves and their ability in understanding others from their eyes. This supports the results of the previous question because it shows the ability of people to understand themselves and the people in front of them. The high percentage

goes to select agree in 33% and strongly agree with 21%, and neutral with 29%, disagree with 14%, finally strongly disagree in 3%. The chart will show the result:



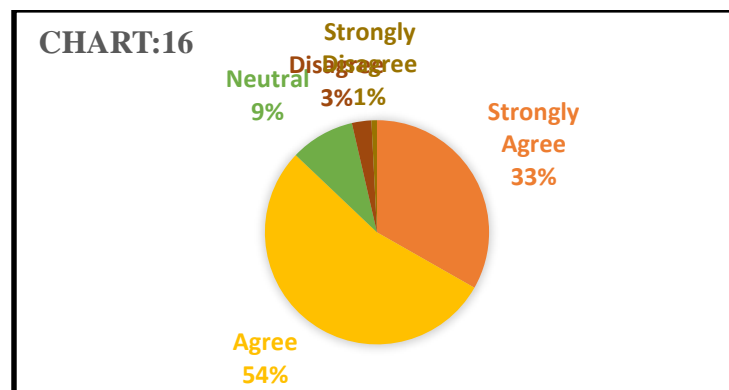
15. The voice tone effects the message that is sent to me.

This question decreases the importance of words in communication, and shows people how tone affects their communication more so than words. Most people in this question selected agree (44%) and strongly agree (48.4%). These results support the concept of words in daily communication that was discussed in the introduction of this thesis. The disagree choice has 3%, strongly disagree has 0%, and the neutral has 5%. This chart show the result that show the high percentage in agree and strongly agree:



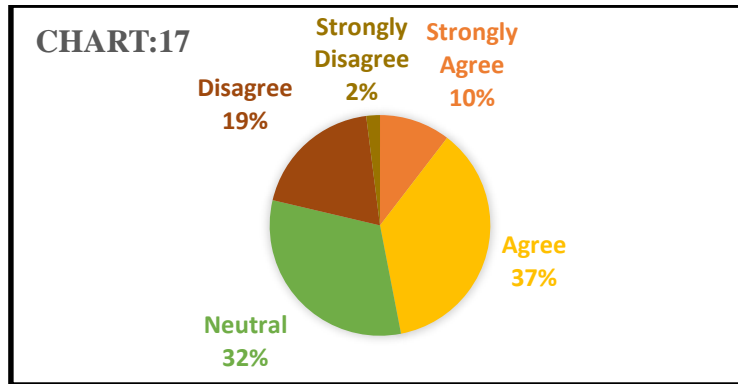
16. The face expression effects on the message which is sent to me.

This question also decrease the importance of words, and show the people how the word has a small role in our daily communication, and we have the possibility of communicating without words, with people who do not speak the same language. Facial expressions typically express our thoughts and the unconscious minds support us to express through our body language. The high percentage is in agree with 54% and strongly agree with 33% choice, then the neutral 9%, disagree 3%, strongly disagree in 1%. The chart clearly show the results:



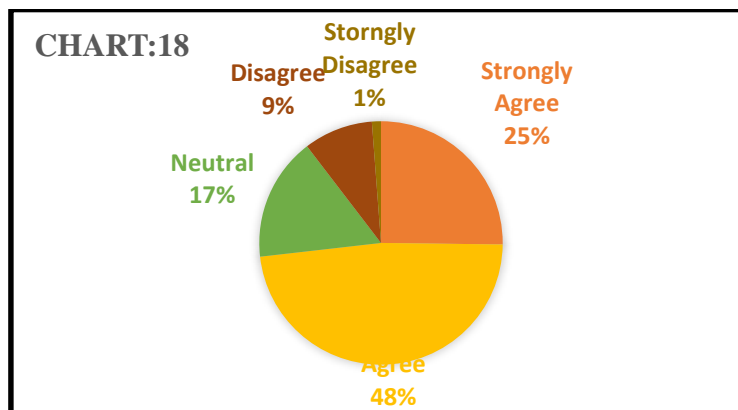
17. Words are enough to send for me a complete message.

This question lends evidence to support the ideas mentioned in the previous questions, showing what people think about the role of words in the daily communication process. This question illustrates the importance of words in people's minds and how they believe it will carry a complete message for them a complete message. The largest percentage go with agree in 37%, then Neutral with 32%, then disagree in 19%, strongly agree with 10%, finally strongly disagree 2%. The results are shown in the chart:



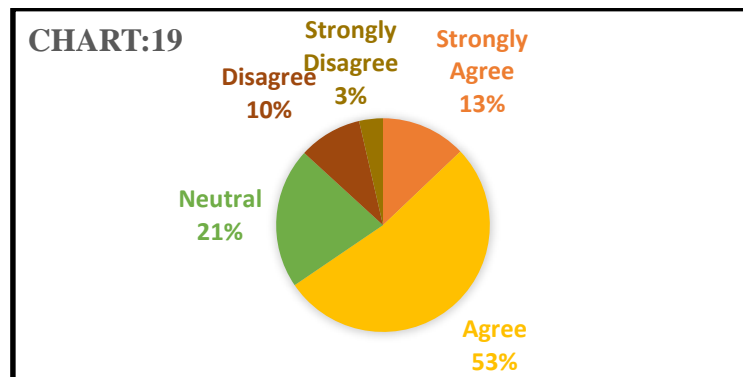
18. There is a universal language that everybody can use to communicate with anyone which includes body movements, face expression, and the unconscious thoughts.

This question is the goal of this survey. It guides people toward what we are working on from the beginning, and clarify for them the possibility of the idea of communicating universally with people who do not speak their languages. The largest percentage is in agree with 48% and strongly agree choice with 25%. The less percent is with strongly disagree with 1%, disagree with 9%, and neutral in 17%. That making it clear that the idea of communication without words is a human instinct. Chart (18) illustrates the results.



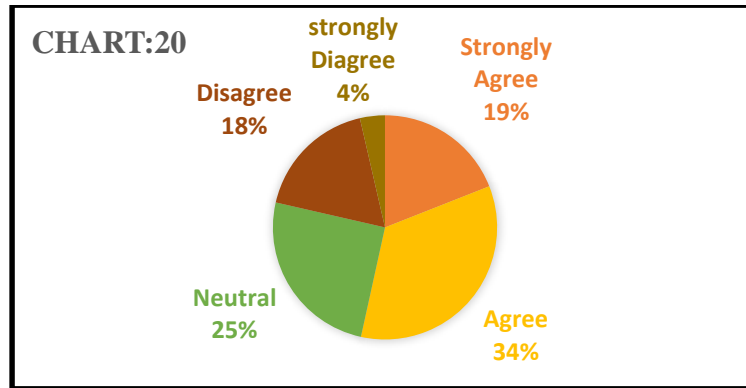
19. I feel that sometimes, words do not send me a correct message.

This question repeats the concept behind the previous question, but adds credibility to the importance of words and verbal communication as shown in chart (19). The largest number with agree in 53%, then Neutral with 21%, then strongly agree with 13%, disagree with 10%, finally strongly disagree:



20. I need to study body movements, facial expression, and unconscious ideas to be able to communicate universally.

This question provides an opening for people to discover their human instinct of communicating without spoken languages. Agree has the largest percentage with 34%, then neutral with 25%, after that strongly agree with 19%, then disagree with 18%, finally strongly disagree with 4%. The results reflect the importance of universal language worldwide, which is communicating through nonverbal communication via unconscious mind, NLP, and body language. The results show the importance in percent:



21. Open space to write your own concerns:

Here, participants in this study were provided with an opportunity to provide comments and feedback. One participant said, “No. 20...No need to study body language....etc , it's a natural thing exists in all humans.” Answers such as this underscore the need to better promote and support research into this field of the body language, which is something exist inside any human body, and it is just like any instinct in any human soul like the desire of communication, and we just need to promote and support it. Another participator said “This is why I always say that, for example, when you're messaging someone through a cell phone/computer it's hard to understand whether they're being serious or sarcastic because of the lack of facial expressions, that's why I feel facial expression are an important factor when it comes to communication.” This comment supports the topics of body language and unconscious words, discussed in chapter three, which are about the body language and unconscious words. How communication is effected by facial expression and body language, and we understand each other by these factors more accurately. A third participant shared their personal experience stating “body language, eye contact, and facial expressions are a universal language. I remember once, in Sir Lanka, I mostly knew a person closely just by nonverbal communications which was so much fun and more real than analyzed words and selected information.” This comment shows us how much it is easy to understand

each other, and get more close communication without learning what the other person spoken language, and communication is more than words. A fourth participant said, “Words alone rarely gives you the full picture (message) that is why talking over texting apps is not ideal for extended conversations, IMO. I find that facial expressions and body movements alone can be sufficient for communicating with people who don't share a common language with you. Having all the parts mentioned above is the ideal for having a full understanding.” These comments demonstrate how people tend to depend upon their expressions, unconscious mind, body movement, and how people send the message through the NLP to others. Words are not the main factor in daily communication and people can overcome the various barriers of language differences. People communicate by one universal language through thoughts, body language, and neural linguistic programming, which all are available to any person.

Chapter 7: Conclusion

People can communicate effectively in their daily life through nonverbal methods, which are neural linguistic programming, body language, and unconscious mind. Before developing the spoken languages, people communicated through different ways and their communication was successful. Communication is the main aspect in human life, a constant process, and fundamental for people's interactions. People communicate to fill their needs, and to communicate is one of the human instincts, which leads him to communicate and look for interaction with people even if they do not speak the same language. In addition, communication means that we receive a message, the communication should have senders and receivers, and there are several factors that affect the messages we receive. Furthermore, communication is the method of giving and receiving ideas resulting from the interactions between people. Through these definition, and through the research, we find the weak role that the word has; it is not a strong factor that lead the message. Each communication process is affected by different factors such as body language, voice tone, and facial expressions, and thus words do not carry the complete message. People can communicate successfully through neural linguistic programming, body language, and the unconscious mind. In the paragraphs that follow, I briefly review each of these central concepts and explain how to use them in everyday life. I then discuss how my findings in my interview and survey data confirm the use of these central concepts as supporting my hypothesis.

Neural linguistic programming is a new knowledge makes life easier and is a new technique that can remove the obstacles to the communication process from life; it is knowledge that supports people in using their "language mind. Neural linguistic programming has different definitions, but is generally defined as psychological engineering and an organized way to understand the soul of humanity combinations. It provides manners and methods to have a serious effect on

cognition, thoughts, and feelings in order to affect behaviors, skills, and physical and intellectual performances. Neural linguistic programming operates based on many assumptions, the most important being that each person has a map in his mind and he can change the world if he changes his map. The map in human's mind is created by his experiences through things such as images, sounds, smells, and feelings. NLP is significant in daily communication and there is a strong relationship between the intellectual and physical parts of the human body, and as a result, what a person thinks is clearly expressed on his face and body movements. Subsequently, his thoughts will affect his feelings, and if he realizes this fact, he will maintain his emotional state. The NLP is a culmination of skills and when we improve upon these skills, we will improve our daily nonverbal communication.

Body language is a well-known method that has been used to communicate with people who do not share the same native language. It is considered an effective way to communicate with people, universally as there are universal signs people recognize such as the smile. Additionally, people universally recognize emotions such as anger, sadness, happiness, or surprise easily, and it is usually clear through people's eyes. According to Dr. Rai D'Honore, "Eyes is the mirror of the soul." Body language has various kinds of expressions including facial expressions, gaze and eye contact, gestures, and postural communication. Body language has a significant role in social and daily communication and they are strongly connected, and cannot be separated under any circumstances. Most people prefer to have positive connections with others and have a successful social life, and body movements have a large impact on the psychological state of the individual.

The unconscious mind is a primary part of our lives and is the secret of our communication. It leads us to understand everything around us unconsciously and out of our control. People see the conscious mind differently and researchers have proposed various views, each one reflecting a

different approach. One of the most important approaches is the language approach which is divided between modern and traditional, and these approaches both look to the language in the unconscious mind. It has a big role in daily communication, and appreciation for the mind's working is considered a main factor to improving the natural language for social interactions.

These three connected aspects of communication are the foundation for a nonverbal universal language, an idea that was supported, during my interview with Dr.D'Honore. During the interview, I discussed the idea of having the universal language in the world of communication with Dr. D'Honore, and she agreed with me in most of the parts like the universal sign and the psychological states like angry and sadness. Through her worldwide experience, she think people can communicate even if they have different languages. She also thinks there is a universal language that we should support and improve so that communication between people who do not have the same language can be improved, and she also thinks universal language can be a course to teach in the future.

The survey in Chapter 5 explores 253 people's opinions and experiences about the role of words in communication and what has a greater impact on their daily verbal and nonverbal interactions. In addition, participants in this study provided their opinions on the concept of having universal language within the world of communication. A significant proportion of the respondents welcomed the idea of universal language and believe it is something unnecessary to be learned. Most of the respondents indicated they believe that universal language is natural in the human instinct.

In sum, my findings support my hypothesis that people can effectively communicate through a nonverbal universal language. People communicate with each other if they have different

languages through their neural linguistic programming, body language, and the unconscious mind.

I expect researchers will continue to complete, search, and write scholarly works about universal language. In the field of technical communication, specifically, much work remains to be done on this subject. I think the world already has some examples of the universal language like Charlie Chaplin, Mr. Bean, Tom and Jerry, and texting emoji's. I hope that, in the future, the universal language could be a course that should be taught for students, so that they can learn about a language that they can use to interact universally.

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Appendix A: IRB Approval:

From: umcirb@ecu.edu <umcirb@ecu.edu>
Sent: Friday, December 18, 2015 10:54 AM
To: Almutairi, Norah Thuwayran
Subject: IRB: Study Correspondence Letter



EAST CAROLINA UNIVERSITY
University & Medical Center Institutional Review Board Office
4N-70 Brody Medical Sciences Building · Mail Stop 682
600 Moye Boulevard · Greenville, NC 27834
Office 252-744-2914 · Fax 252-744-2284 · www.ecu.edu/irb

Notification of Exempt Certification

From: Social/Behavioral IRB
To: [Norah Almutairi](#)
CC: [Erin Frost](#)
Date: 12/18/2015
Re: [UMCIRB 15-002261](#)
Universal Language

I am pleased to inform you that your research submission has been certified as exempt on 12/18/2015. This study is eligible for Exempt Certification under category #2.

It is your responsibility to ensure that this research is conducted in the manner reported in your application and/or protocol, as well as being consistent with the ethical principles of the Belmont Report and your profession.

This research study does not require any additional interaction with the UMCIRB unless there are proposed changes to this study. Any change, prior to implementing that change, must be submitted to the UMCIRB for review and approval. The UMCIRB will determine if the change impacts the eligibility of the research for exempt status. If more substantive review is required, you will be notified within five business days.

The UMCIRB office will hold your exemption application for a period of five years from the date of this letter. If you wish to continue this protocol beyond this period, you will need to submit an Exemption Certification request at least 30 days before the end of the five year period.

The Chairperson (or designee) does not have a potential for conflict of interest on this study.

IRB00000705 East Carolina U IRB #1 (Biomedical) IORG0000418
IRB00003781 East Carolina U IRB #2 (Behavioral/SS) IORG0000418

Study.PI Name:
Study.Co-Investigators:



Universal Language

You are being invited to participate in a research study titled "Universal Language" being conducted by a student at East Carolina University in the English department. The goal is to survey 500 individuals in/at Google Docs. The survey will take approximately 15 minutes to complete. It is hoped that this information will assist us to better understand Universal language, meaning the language that everyone can use to communicate with others without considering their spoken language. Nonverbal communication is an effective, universal method of successful communication. The survey is anonymous, so please do not write your name. Your participation in the research is voluntary. You may choose not to answer any or all questions. and you may stop at any

the research is voluntary. You may choose not to answer any or all questions, and you may stop at any time. There is no penalty for not taking part in this research study.

Please contact via norashed2010@hotmail.com for any research related questions or the Office of Research Integrity & Compliance (ORIC) at 252-744-2914 for questions about your rights as a research participant.

Note: The survey will use Likert-scaled responses, and answers gradate between strongly agree and strongly disagree. All the questions are trying to express your feelings and thoughts during your communication with people.

1- When I communicate with someone, the facial expressions and body movements affect me more than words.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

2- When I communicate with someone, the words affect me more than facial expressions and body movements

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

3- I feel that I understand the person in front of me without his/her talking.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

4- It is hard to understand someone without verbal talking.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

5- It is easy to know what a person's status without talking verbally.

- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

6- People can communicate successfully without words.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

7- Facial expressions and body language are enough to send my message correctly.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

8- When I am with people, who do not talk in my language. I will use my body language and my facial expressions to send my message to them.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

9- I feel comfortable with people who use their facial expressions and body movements in their conversation more than the people who do not.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

10- Words do not mean the same literal meaning if they are delivered with unfriendly face.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

11- I know if a person is angry or happy from his facial expressions.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

12- If I am in public state occupation, and must deal with an angry person is coming to me. I will change my sitting position, and make my face expression ready to respond to his/her angry.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

13- My feelings are clear on my face.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

14- I understand people's eyes, and they are mirror for their thoughts.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

15- The voice tone effects on the message that is sent to me.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

16- The facial expression effects on the message, and it can carry meaning, motivation, and goal of the message that is sent to me.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

17- Words are enough to send for me a complete message.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

18- There is a universal language that everybody can use to communicate with anyone which includes body movements, facial expressions, and the unconscious thoughts.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

19- I feel that sometimes, words do not send me a correct message.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

20- I need to study body movements, facial expressions, and unconscious ideas to be able to communicate universally.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

The Survey link: <https://docs.google.com/forms/d/1Pu3-edFxaaa2YYyIEFue9vNR3qilyYw4FWOwz2ZIMJo/viewform?c=0&w=1>